



COMMONWEALTH of VIRGINIA

DEPARTMENT OF MEDICAL ASSISTANCE SERVICES

600 East Broad Street, Suite 1300

Richmond, VA 23219

August 26, 2016

ADDENDUM No. 5 TO VENDORS:

Reference Request for Proposal: RFP 2016-02, Modular Core Services Solutions

Dated: July 15, 2016

Proposal Due Date: September 23, 2016

Below are updates that may delete, add, modify or clarify certain aspects of the aforementioned RFP. Please incorporate as necessary.

1. Change to RFP section 3.a.1 for placement of reference to Appendix J.2

The sentence, "The Major Milestones and Deliverables requirements can be found in Appendix J.2 – Major Milestones and Deliverables," is incorrectly placed under section 3.a.1 "Operations and Maintenance." The sentence is moved to the end of the section 3.a.1 "Major Milestones and Deliverables," as shown below, and deleted from the former location.

MAJOR MILESTONES AND DELIVERABLES

Appendix I – Milestones and Deliverables contains the major milestones and deliverables model.

In addition, the selected Contractor will be required to adhere to a project management status reporting schedule and report on certain project management criteria that can be used to monitor and assess the health of the project. The Major Milestones and Deliverables requirements can be found in Appendix Error! Reference source not found..

2. Change to RFP section 3.b.4.4

RFP section 3.b.4.4 "Financial Management" is revised to replace the "Provider Services Solution" reference to "Operations Services Solution" in the second paragraph. The second paragraph as shown below.

The Manage Cost Settlement process is not currently automated in the VAMMIS system, so DMAS is seeking creative ways in which it can be supported by the Operations Services Solution.

3. Change to RFP section 9.b.2.1, File 3, Section 2 Statement of Work – Modular Core Services Solutions

The first paragraph in RFP section 9.b.2.1, File 3, Section 2 Statement of Work – Modular Core Services Solutions, is replaced with the following:

“2. Statement of Work – Modular Core Services Solutions: Contractor shall provide a detailed response labeled as 2.1 Overview in response to Section 3.b.1 Overview. In addition, Contractor shall provide a detailed response labeled as 2.2, with the section name corresponding to the applicable section (3.b.3. Care Management Solution) (3.b.4. Operations Services Solution) (3.b.5. Performance Management Solution) (3.b.6. Plan Management) (3.b.7. Provider Services Solution) for their proposal(s) as found in RFP Section 3.b. Statement of Work – Modular Core Services Solutions.”

4. Removal of requirement MCSS-AUDIT-022

MCSS-AUDIT-022	The Contractor shall support at least two Agency individuals to have administrative accounts to provide continuity of operations. (SEC501-09 Section 8.1.AC-2-COV 1 (h)).
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Requirement MCSS-AUDIT-022 is deleted from each of the 5 modules of the MCSS RFP. This requirement will now read “This requirement intentionally deleted in RFP 2016-02, Addendum 5” in the CRMS, OPSS, PEMS, PLMS, and PRSS Requirements Traceability Matrices (RTMs), as shown below.

The Requirements Traceability Matrices (RTM) in the DMAS procurement library reflect this revision.

5. Revisions to Appendix A – Service Level Agreements

- a. The rows for MCSS-SLA-012 and MCSS-SLA-013 in the Applicable Service-Level Agreements matrix are revised. The checkmark under the Plan column is moved from MCSS-SLA-012 to MCSS-SLA-013. The revised entries are shown below.

Applicable Service-Level Agreements	Management/Services Solutions				
	Care	Operations	Performance	Plan	Provider
MCSS-SLA-012		✓			✓
MCSS-SLA-013	✓		✓	✓	

- b. The row in Table 13: Modular Core Services SLAs for SLA MCSS-SLA-013 is populated as shown below. Technical Product Support Manager is added within the Operations and Maintenance Key Positions section. The Measurement and Remedy columns are populated.

ID	Description	Measurement	Remedy
MCSS-SLA-013	DDI Key Positions: <ul style="list-style-type: none"> ➤ Executive Account Director ➤ Account Manager ➤ Project Manager (Certification) ➤ Business Product Support Manager ➤ Technical Product Support Manager Operations and Maintenance Key Positions: <ul style="list-style-type: none"> ➤ Executive Account Director ➤ Account Manager ➤ Project Manager (Certification) ➤ Business Product Support Manager ➤ Technical Product Support Manager 	> 15 calendar days from vacancy for interim fill, and > 60 days from vacancy for permanent key position	1% of monthly contract value

See Attachment 1 (below) for additional questions posed by Offerors and the Department of Medical Assistance Services (DMAS) responses.

Please note some questions may take additional time to generate an adequate response. If you do not see a response to a question you have submitted, please monitor the DMAS and eVA website for future addendums.

A signed acknowledgment of this addendum must be received by this office, either prior to the proposal due date and hour required or attached to your proposal response. Signature on this addendum does not substitute for your signature on the original proposal document. The original proposal document must be signed.

Sincerely,



Christopher M. Banaszak
DMAS Contract Manager

Name of Firm: _____

Signature and Title: _____

Date: _____

Attachment 1
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Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	106	1.a.1 Page 3, Figure 1	Can the State confirm that integration to the ESB and other enterprise level products and the work associated with these activities is included in DDI Phase II? Since many of the technical aspects of the integration will be developed by the ISS Vendor how does the State want these activities priced? Can the State provide vendors any specifications for the various integration items?	The State cannot confirm that integration to the ESB and other enterprise level products and the work associated with these activities is included in DDI Phase II. The State cannot provide any further specifications or plans for the ISS Enterprise Integration Component until established in coordination with the ISS Vendor. The MCSS vendor should price their integration activities as a component of an enterprise solution.
MCSS	107	PRMS- Price Sheets A1-A5 Cells C8-C9	In answers to questions, DMAS has indicated flexibility relative to the DDI start date. How should the vendor complete the price sheets?	During DDI, all cost should be included in Pricing Schedules A. Once all DDI is completed, the Operation and Maintenance Phase(s) will begin and Contractor will be paid in accordance to Pricing Schedules B-I. Until all DDI is complete, Contractor will be paid based on the final negotiated price in Schedule A.
MCSS	108	PRMS- Appendix C	The contract states "DMAS, in its sole discretion, may extend this Contract with up to three (3) one-year option periods that would run from July 1 through June 30 for each period." The price sheets have four (4) one year option periods. How many option years should vendor provide pricing for?	The RFP cover page (page ii) and Appendix C- Pricing reference the correct number of option years available (four (4) one (1) year periods). Contractors may redline the contract to reflect the correct number of option years or this can be updated during negotiations.

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	109	PRMS- Price Sheets	If vendor's DDI ends prior to 6/30/18, how should vendor reflect operations charges for the period through 6/30/18?	During DDI, all cost should be included in Pricing Schedules A. Once all DDI is completed, the Operation and Maintenance Phase(s) will begin and Contractor will be paid in accordance to Pricing Schedules B-I. Until all DDI is complete, Contractor will be paid based on the final negotiated price in Schedule A.
MCSS	110	PRMS- Core Services 3.a.7.2	Section 3.a.7.2. Hosting the Solution states "The Contractor shall provide two hardware hosting options." The price sheets don't provide for two different hardware hosting options. Where should the vendor reflect two different hardware hosting options?	The pricing schedule provided in the solicitation is the same for both options. Contractors should duplicate and complete one (1) pricing schedule for each option.
MCSS	111	PRMS- Core Services Section 4	Section 4 states "The Offeror shall disclose pricing assumptions where possible." Is there a specific format and location the Commonwealth would like to see the assumptions?	Offerors should create their own narrative in an appropriate format when disclosing pricing assumptions. The narrative should be included in their Cost Proposal submission as defined in RFP Section 9.b.2.2.
MCSS	112	PRMS- Section 6.b.1	RFP section 6.b.1 "Business" allows 5 pages for a statement of core business/service offerings, background, and relevant experience. Subcontractors with 10 % or more of the contract value must also provide this information. Will the Commonwealth allow 5 pages for each company's business description?	Yes.

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	113	J.27 Provider Mgmt MCSS-PM-006	Requirement MCSS-PM-006 states, "The Solution shall provide the ability to maintain provider information using data from external entities, such as license information and sanctions, including the results of fingerprint-based criminal background checks conducted by DMAS, its contractors or subcontractors, or by third parties." Can bidders assume that DMAS is performing the fingerprint-based criminal background checks (FCBCs) and that the bidder's responsibility is limited to the technology to trigger this event and capture results? If not, can the Department confirm the PRSS contractors responsibilities related to FCBCs?	<p>The vendor will be responsible for performing the FCBCs in terms of Technology and Operations.</p> <p>See PRSS-PEE-012 – "The Solution shall ensure all Federal and Commonwealth mandates/regulations are part of the enrollment solution."</p> <p>Also see PRSS-PEE-017 – "The Solution shall ensure required staff keeps informed regarding all applicable Federal and State provider enrollment and certification/licensure regulations including ACA screening regulations."</p>
MCSS	114	CRMS- J.2 requirements 23, 24, and 25 and J.11 requirement 4	Would DMAS clarify where to find "Exhibit H" as referenced in these requirements or confirm that these requirements should state "Appendix	"Exhibit H" as referenced in the requirements should state "Appendix H" and has been addressed in Addendum 4.
MCSS	115	CRMS- MCSS-TECH- WEB-035	<p>Is DMAS expecting the Care Management solution to include a telephony component?</p> <p>Confirm that auto callback functionality is not required since the contractor is not required to provide the telephony component for CM.</p>	The MCSS-TECH-WEB-035 requirement is deleted as stated in Addendum 4.

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MCSS	116	Requirements Traceability Matrix	The dropdown function on the Excel file, RFP 2016-02 Modular Core Services Solution, Provider Services Requirements Traceability Matrix, is not working. Will DMAS please provide us with a new version of this file with a functioning drop down feature to enable submission in the designated format?	The completion of the RTM document is not dependent on, or intended to be based on the use of drop-down lists.
MCSS	117	MCSS- Appendix C C.1 Pricing Tables	Please confirm that there are 4 base operations years and 4 option years.	Confirmed.
MCSS	118	Section C-1 Pricing Schedule A	<p>For contractual components designated as “DDI Phase I” components such as Provider Services, is the solution intended to go-live prior to the 7/1/2018 “Full O&M” start date for the RFP, or will the solution remain in active DDI during the DDI Contract Stage II period (7/1/2017 to 6/30/2018) as well?</p> <p>How do we price any O&M phase work prior to July1, 2018, if the pricing sheets only allow for DDI-phase pricing prior to that time?</p>	During DDI, all cost should be included in Pricing Schedules A. Once all DDI is completed, the O&M Phase(s) will begin and Contractor will be paid in accordance to Pricing Schedules B-I. Until all DDI is complete, Contractor will be paid based on the final negotiated price in Schedule A.

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MCSS	119	Contract, Section 25	Section 25 Import/Export states that “DMAS requires that any data deemed “restricted” or “sensitive” by either federal or state authorities, must only be collected, developed, analyzed, or otherwise used or obtained by persons or entities working within the boundaries of the United States.” Will DMAS please clarify at what point will the Supplier be advised if any data provided to Supplier is deemed “restricted” or “sensitive”?	Appendix H, Section 25 Import/Export requires that any data deemed "restricted" or "sensitive" must only be collected, developed, analyzed, or otherwise used or obtained by persons or entities working within the boundaries of the United States. Offerors are encouraged to read all requirements and restrictions contained within the solicitation to ensure compliance and consult with their legal counsel before considering proposal submission.
MCSS	120	OPSS- 1.d.1.19 Statistics	Based on the initiatives currently underway by the Commonwealth to shift FFS members to MCOs, can DMAS please provide a forecast of the FFS total members expected at go-live?	<p>The forecast of the FFS total members expected at go-live will be reduced by approximately 100,000 members with a successful implementation of the MLTSS solution.</p> <p>Additional information regarding the MLTSS solution can be found at http://www.dmas.virginia.gov/Content_pgs/mltss-home.aspx. This number is an estimate and may vary based on any future initiatives set forth by the Agency.</p>
MCSS	121	Appendix H, S Entire Contract	Will DMAS please confirm if Exhibits D through G of Appendix H are for review and acknowledgement only or are they required to be included in proposer’s submission?	If Exhibits D and G are part of your proposed solution, they should be included in your proposal submission. Exhibits E and F are for review and will be developed during negotiations and incorporated into the final contract.

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MCSS	122	Exhibit C, Escrow Agreement	<p>MAXIMUS is currently conducting an in-depth review of the Contract document. However, we have discovered that Exhibit C (Escrow Agreement), referenced on page 29 of 38, Paragraph 19, has not been included with the RFP package.</p> <p>Would it be possible for DMAS to provide us with a copy of that Exhibit for review?</p>	Per Note under contract Section 19, Escrow Agreement, "NOTE: SUPPLIER MUST PROVIDE AN EXECUTED COPY OF THE ESCROW AGREEMENT PRIOR TO EXECUTION OF THIS CONTRACT," Exhibit C (Escrow Agreement) is a placeholder for a document to be provided by the Supplier.
MCSS	123	9.b.2.1	Please clarify the requirement for File 3, Section 2 (Statement of Work – Modular Core Services Solutions) that the contractor should only respond to one section per proposal? So regardless of whichever proposal the contractor is submitting, there is only a "2.1" and a "2.2".	<p>Confirmed that the Offeror should only respond to File 3, Section 2 once for each proposal.</p> <p>A correction has been made in RFP 2016-02 Addendum 5.</p>

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	124	General	The RFP contains numerous references to the State's requirement and desire for configurable COTS and SaaS solutions. Will the State's evaluation process vet bidder proposed solutions such that those that are truly based on commercial configurable products are favored over those that are not? For example, if a bidder has a one solution that is based on a commercial product with a heavy commercial installed base, with other factors being equal, would that solution be scored more favorably against an alternative solution that may be installed only in State Medicaid programs and where it has been heavily customized and is not actually a commercial product?	The proposals will be evaluated as described in the RFP section 9.a.14 Evaluation Process and section 9.a.15 Evaluation Factors.

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MCSS	125	1.a.1	These requirements could be interpreted by bidders as conflicting. Bullet 2 seems to seek a commercial product where there the State benefits from product investment made in, and by, the broader healthcare industry. Bullet 4, based on Federal intellectual property restrictions tied to 90% MMIS-related Federal financial participation, could be construed as the State seeking a product that is purpose-built only for state and Federal Medicaid ownership. Can the state clarify that the Bullet 4 requirement related to eligibility for State and Federal funding is intended to refer only to minor ancillary and peripheral customizations and not to a bidder's base COTS or SaaS technology?	It is the state's understanding that CMS Federal Funding for DDI (90%) is for the cost for custom configuration / development and implementation of the base COTS or SaaS product. For more detail, please refer to CMS regulation 42 CFR 433.112 - FFP for design, development, installation or enhancement of mechanized claims processing and information retrieval systems. Bullets 2 and 4 are not mutually exclusive.
MCSS	126	1.c Objective, Paragraph 4	Does this expectation suggest that the State will score bidder solutions that are already operating as an MMIS more favorably than COTS or SaaS-centric solutions that can be configured to support the RFP requirements, but may not be currently operating as an MMIS? If so, this expectation seems to limit the State's options to traditional MMIS solutions.	The overall expectation of the solution is to meet the objectives of the RFP as stated in section 1.c Objective which emphasizes adherence to CMS's Medicaid Information Technology Architecture (MITA 3.0) Framework.

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	127	MCSS-TECH-WEB-034	<p>What is meant by the “(site specific)” notation at the end of this requirement?</p> <p>If the Commonwealth does not award the DMAS Defined Option call center scope, who will be providing the customer service representatives required to support customer communication via the live chat functionality?</p>	<p>Reference RFP 2016-02 Addendum 4 for updates to MCSS-TECH-WEB-034.</p> <p>Site specific refers to the fact that live chat will be used only where it is appropriate. This will be discussed during the design phase of the projects.</p>
MCSS	128	9.a.17	<p>We are respectfully requesting from this procurement team, that reconsideration is given to extending the due date for RFP2016-02 MCSS from 9/9/2016 to 9/23/2016. Thank you for this reconsideration.</p>	<p>At this time, DMAS has granted an extension for the date/time proposals are due. See Addendum 4. If a decision is made to further extend this deadline, DMAS will notify all participating Offerors by posting an Addendum on the eVA and DMAS websites.</p>
MCSS	129	6.f.3	<p>Can the State please clarify the responsibilities of the key personnel for the PRSS module (in two to three sentences for each role)? Vendors’ definitions may differ from the State’s, and we want to make sure we have the best people for the job.</p>	<p>DMAS is expecting the vendor to propose their key personnel and the duties required to implement the proposed solution.</p>

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	130	9.b.2.1; 3.a; 3.b	<p>Does DMAS wish for vendors reproduce all text from Sections 3a and 3b as part of their response? Is retaining section and topical heading titles acceptable in place of reproducing entire Scope and Statement of Work text?</p> <p>At various times, requirements from Appendix J are referenced in the Scope and Statement of Work. Does DMAS want vendors to respond to each line item of the appropriate referenced requirements in Appendix J as part of our detailed response to Sections 3a and 3b? For example on page 39 of the RFP, item #3.a.5, states: "Primary categories of requirements include external audit of the Contractor and its subcontractors, audit trails and logs, access to records for audit, record retention, and corrective action plans for audit findings. Audit Support Requirements can be found in Appendix J.6 – Audit Support."</p> <p>Does DMAS wish for vendors to include our responses to J.6 requirements as part of our response to 3.a.5, or are the J.6 requirements for informational purposes only?</p>	<p>Reproducing all text from Section 3a and 3b is left to the discretion of the Suppliers but responses should be such that evaluators can easily associate Supplier responses to the requirements. Suppliers should also refer to RFP Section 9.b. for DMAS' proposal formatting instructions.</p> <p>The requirements listed in Appendix J.6 are for informational purposes only but are duplicated in the Requirement Traceability Matrix (RTM). Response to the listed requirements in the RTM shall be included in the Suppliers response to the appropriate section. (Example: Suppliers response to section 3.a.5 should also incorporate the Suppliers response to the requirements listed in the RTM for that section). The Supplier should also follow other instructions as documented in the RTM.</p>

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	131	1.a.1	<p>Without specific timeframes established for the implementation of each product by the ISS vendor, it is not practical for vendors to define the scope of and schedule development work accurately.</p> <ul style="list-style-type: none"> Does the Commonwealth anticipate that the O&M phase for the PRSS will include integration with the ESB and other enterprise level products? May bidders assume two phases of DDI for the PRSS - one to implement a standalone product and a second to integrate with the enterprise level components? 	<p>The PRSS vendor should facilitate all the necessary integration components and comply with the master integration plan during the DDI and O&M project phases.</p> <p>The Flight plan dates are high level estimates that will be revised with the awarded vendor. The Flight Plan should be used as a guide to create a staggered Master Implementation Plan. There will be a collaboration of DMAS and other MES Suppliers on actual dates.</p>
MCSS	132	1.d.1.19, Table 3	<p>Table 3 denotes the total number of PES calls received on both an annual and weekly (average) basis.</p> <ul style="list-style-type: none"> How many of these calls were from providers and, if known, how many were related to provider enrollment? 	<p>This line is only for providers and therefore 100% PES calls are from providers. All are related to provider enrollment or maintenance for provider enrollment related reasons.</p> <p>Call Center volume statistics may also include Service Centers, Enrollment Brokers, and Web Portal Users – but generally Provider Calls represent 60% of call volume and Members 30% of call volume. Please reference the following reports for more detail statistics:</p> <ul style="list-style-type: none"> - Virginia DMAS Call Center Report 2014 - Virginia DMAS Call Center Report 2015

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	133	3.a.1	<p>Under the Operations and Maintenance header, the RFP states “The Major Milestones and Deliverables requirements can be found in Appendix J.2 – Major Milestones and Deliverables”. Appendix J.2 refers to items beyond the scope of O&M.</p> <ul style="list-style-type: none"> • Is the correct reference to Appendix I? 	A correction has been made in RFP 2016-02 Addendum 5.
MCSS	134	3.a.7.3; Appendix A	<p>The RFP states that Contractor’s Solution shall be available for transaction processing 24/7/365. However, in Table 13: Modular Core Services SLAs, the MCSS-SLA-010 states that it should be available 100% during agreed-upon uptimes, but those uptimes are not specified.</p> <ul style="list-style-type: none"> • Please specify the uptimes 	Uptime is all time except for scheduled downtime.
MCSS	135	3.a.11	<p>Please provide file format of the historical and active imaged documents that will need to be converted by the PRSS contractor.</p>	<p>The legacy ECM encompasses the following:</p> <ul style="list-style-type: none"> a. FileNet (these are being upgraded as part of cloud migration) <ul style="list-style-type: none"> i. Content Engine ii. Process Engine iii. Application Engine iv. WorkplaceXT v. Workplace vi. Business Process Framework (BPF) b. Content Manager OnDemand <ul style="list-style-type: none"> i. CMOD Core ii. OnDemand Web Enablement Kit (ODWEK) c. Datacap <ul style="list-style-type: none"> i. Taskmaster ii. Rulerunner d. Custom Components <ul style="list-style-type: none"> i. Java ii. C# <p>Documents are stored using the above mentioned architecture.</p>

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MCSS	136	3.a.11	Please provide anticipated volumes of historical and active reports, letters, and imaged documents to be converted by the PRSS contractor.	The current Electronic Content Manager contains around 67,000,000 documents with a size of 8 TB. Only the documents that pertain to the vendor's solution would require conversion. Not currently broken out by type.
MCSS	137	3.b.1 Appendix C-Pricing, Table C-1	<ul style="list-style-type: none"> Please specify the start date of PRSS Operations and Maintenance. <p>RFP Section 3.b.1 seems to indicate that the PRSS is to move to the O&M phase at the end of DDI Phase I, which is defined as having a duration of 12 months in Table C-1 in Appendix C.</p> <ul style="list-style-type: none"> If PRSS O&M is to begin prior to July 1, 2018, please indicate which pricing schedule provides for pricing and payment of O&M services to be provided prior to July 1, 2018. 	We are assuming no overlap between DDI and O&M. During PRSS DDI, all affiliated Contractor costs must be included in Pricing Schedules A. Once all DDI activity is completed for the PRSS, the Operation and Maintenance Phase will begin and Contractor will be paid in accordance to Pricing Schedules B-I. Until all DDI is complete for all modules, Contractor will only be paid based on the final negotiated price in Schedule A.
MCSS	138	6.f.2	<p>The RFP requests that the bidder provide the percentage of time that the team member will be dedicated onsite.</p> <ul style="list-style-type: none"> Please clarify whether "onsite" refers to the Contractor's facility or a Commonwealth facility. 	Onsite refers to a Commonwealth facility or a Vendor's Richmond-based facility.

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MCSS	139	9.a.17	The RFP timeline does not provide sufficient time for bidders to receive answers to questions and make necessary adjustments to their solution and pricing, and deliver a proposal by 10AM on September 9, 2016. In addition, due to the complexity of the RFP, we believe the procurement would benefit from incorporating a second round of questions into the schedule. Therefore, we request that the Department incorporate a second round of questions into the RFP timetable and provide 21 calendar days between the date that the final answers to questions are released and the proposal due date.	Per RFP 2016-02 Addendum 4 posted August 22, 2016, DMAS extended the proposal due date/time to September 23, 2016, 12 Noon ET. At this time, DMAS does not expect to re-open a second round of questions.
MCSS	140	MCSS-PROJ-DDI-028	Requirement MCSS-PROJ-DDI-028 refers to a "Resource Utilization and Acquisition plan for each new project or release including Project Management, technical support, and business support as needed." It is not listed in Appendix I as a deliverable. <ul style="list-style-type: none"> Is the document considered a formal deliverable? 	This requirement is a deliverable applicable to the O&M phase.
MCSS	141	MCSS-PROJ-DDI-038	Does requirement MCSS-PROJ-DDI-038 imply that the Contractor must provide Agency training?	Training will be needed for all positions within DMAS and will be based on the end users job/role.

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MCSS	142	J.29.A	<ul style="list-style-type: none"> • Please provide monthly call volumes, sorted by call reason, for provider calls related to enrollment, claims, and technical and other support issues. • Please provide this monthly information for the past 18 months. • Please provide other monthly provider-related call statistics and reporting for last 12 months used by the Contractor and DMAS to manage and monitor call center operations and performance. 	<p>Call Center volume statistics may also include Service Centers, Enrollment Brokers, and Web Portal Users – but generally Provider Calls represent 60% of call volume and Members 30% of call volume. Please reference the following reports for more detail statistics:</p> <ul style="list-style-type: none"> - Virginia DMAS Call Center Report 2014 - Virginia DMAS Call Center Report 2015
MCSS	143	General	<ul style="list-style-type: none"> • How many claims have been processed in the last year? • How many of those are provider oriented? 	Please reference Table 2: Virginia Medicaid Statistics in Section 1.d.1.19 of the RFP. Additional information is available on the Vendor Reference Library.
MCSS	144	General	By what date must all remaining Providers be rescreened and reenrolled?	Unable to respond, there is no reference in the RFP for reenrollment or rescreening.
MCSS	145	General	Does the MMIS system provider data contain ownership information?	Yes, the MMIS provider data contains ownership information as required under the Affordable Care Act's Provider Screening Regulations.

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	146	Table C.1	<ul style="list-style-type: none"> • Please specify the duration of DDI Phase I and DDI Phase II for the Provider Services Solution. Clarification is needed to clearly define the duration and dates to be assumed for DDI Phase I and DDI Phase II for the PRSS. • Table C-1 defines DDI Phase I as a 12-month period (July 1, 2016 – June 30, 2017). Since July 1, 2016 is in the past, is it correct for us to assume that DDI Phase I will continue to have a duration of 12 months once the contract is executed? 	<p>DDI phase length will be confirmed with the chosen vendor. It is the goal to have phase I last approximately 12 months or less. Goal for the program is to have the entire MES solution implemented within 24 months or less but no later than 6/30/18.</p> <p>The Flight plan dates are high level estimates that will be revised with the awarded vendor. The Flight Plan should be used as a guide to create a staggered Master Implementation Plan. There will be a collaboration of DMAS and other MES Suppliers on actual dates.</p>
MCSS	147	9.a.19	<p>RFP section 9.a.19, Excluded Parties List does not tell bidders that they have to make this statement in the proposal. However, the transcript from the August 4 Pre-Proposal Conference contains this statement, "Section 9.A.19, Excluded Parties List. Okay. Offerors must affirm that they are currently not debarred -- again, I talked about this earlier -- on the federal government's system for award management, which is the SAM site, or the Virginia debarment list." (from page 19 of the transcript) Please clarify: are proposals required to include this affirmative statement? If so: where in the proposal should offerors place this statement?</p>	<p>Offerors should refer to Section 8 - Contract Standards, Table 10: Standard Requirements for response.</p>

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	148	Appendix J.6 MCSS-AUDIT-022	<p>The requirement states: "The Contractor shall support at least two Agency individuals to have administrative accounts to provide continuity of operations. (SEC501-09 Section 8.1.AC-2-COV 1 (h))." However, Sec501-09 Section 8.1.AC-2-COV1 (h) states that "at least two individuals to have administrative."</p> <p>Is it the Commonwealth's intention to require vendors to allow Agency access to the vendor hosting environment?</p>	The requirement is deleted as part of RFP 2016-02 Addendum 5.
MCSS	149	Appendix J.29.A MCSS-PCC-007	<p>The RFP requires the Contractor to convert historical provider call data or have a solution to access the historical data through a call tracking system.</p> <p>Please confirm this is the interaction data, e.g. the provider who called, reason for call, date/time of calls, and resolution associated to each call. Please provide the volume of historical records that would be converted.</p>	Yes, the vendor is required to convert historical interaction data for a period to be determined during DDI. Call center reports that can be currently provided are located in the reference library. The volume of historical records will be based on the time period decided during DDI.
MCSS	150	1.d.1.19	<p>In Table 2 in RFP section 1.d.1.19, DMAS has indicated that 304,408 calls were handled in 2015. Please provide the breakdown by member and provider calls.</p> <p>Please also provide the breakdown of calls for each type (provider or member) that were agent handled versus those handled through the IVR.</p>	<p>Call Center volume statistics may also include Service Centers, Enrollment Brokers, and Web Portal Users – but generally Provider Calls represent 60% of call volume and Members 30% of call volume. Please reference the following reports for more detail statistics:</p> <ul style="list-style-type: none"> - Virginia DMAS Call Center Report 2014 - Virginia DMAS Call Center Report 2015

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	151	1.d.1.19	<p>In Table 2 in RFP section 1.d.1.19, DMAS has provided volumes for enrollments and revalidations received annually. Table 2 states that 9,244 revalidations were received.</p> <p>Please confirm that the Commonwealth has already completed revalidation, or plans to complete the ACA required provider revalidation, in 2016.</p>	The Commonwealth has completed revalidations for all Medicaid providers as required under the Affordable Care Act, Section 6401 (a).
MCSS	152	Appendix A SLA-020	For MCSS-SLA-020, where the COTS vendor requires software to run on a particular OS and has not certified to the next OS version, can exceptions be granted to the n-1 requirement where necessary?	Exceptions can be granted on a case by case basis subject to DMAS OCS approval. It will be expected that the vendor will include a remediation plan and completion date with each exception.
MCSS	153	OPSS-OM-070	Is it the expectation of the Commonwealth that mail received for provider applications or checks be received, imaged by OPSS? Should provider applications mails be part of PRSS? Should check mails be part of FMS so that it can be entered into FMS as Cash receipts?	OPSS mailroom shall provide services for receiving, entering and controlling claims, attachments, and other documents as per OPSS-OM-055. Each MCSS component is responsible for generating the letters and other notifications produced by that solution that meet the requirement of the OPSS module which is the module responsible for mailing all MES system-generated letters and reports as per OPSS-OM-072 and OPSS-OM-073. All returned checks will be processed by OPSS as per requirement OPSS-OM-077 with transactions sent to appropriate systems through ISS.

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	154	OPSS-OM-070	Is it the expectation of the Commonwealth that returned mail for provider enrollments or checks be processed by OPSS? Should provider enrollments mails be part of PRSS? Should returned check mails be part of FMS so that it can be entered into FMS as Cash receipts?	OPSS mailroom shall provide services for receiving, entering and controlling claims, attachments, and other documents as per OPSS-OM-055. Each MCSS component is responsible for generating the letters and other notifications produced by that solution that meet the requirement of the OPSS module which is the module responsible for mailing all MES system-generated letters and reports as per OPSS-OM-072 and OPSS-OM-073. All returned checks will be processed by OPSS as per requirement OPSS-OM-077 with transactions sent to appropriate systems through ISS.
MCSS	155	OPSS-OM-072	Is it the expectation of the Commonwealth that OPSS mail provider enrollment notices, checks and remittances? Should provider notices be mailed as part of PRSS? Should checks and remittances be mailed as part of FMS?	Each MCSS component is responsible for generating the letters and other notifications produced by that solution that meet the requirement of the OPSS module which is the module responsible for mailing all MES system-generated letters and reports as per OPSS-OM-072 and OPSS-OM-073. The responsibility to receive and track these items is in the financial section of the OPSS, there will be an interface with FMS to apply the accounting functions to these transactions.

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	156	OPSS-OM-076	Should all correspondence related to provider enrollment follow-up be part of PRSS?	PRSS will be responsible for provider enrollment follow through. Each MCSS component is responsible for generating the letters and other notifications produced by that solution that meet the requirement of the OPSS module which is the module responsible for mailing all MES system-generated letters and reports as per OPSS-OM-072 and OPSS-OM-073.
MCSS	157	OPSS-OM-077	The FMS is the financial system for all inquiries related to money, such as Accounts payable, accounts receivables, cash receipts. Should this requirement be part of FMS and not of OPSS?	The responsibility to receive and track these items is in the financial section of the OPSS, there will be an interface with FMS to apply the accounting functions to these transactions.
MCSS	158	OPSS-FM-003	Under the MCSS RFP, section 3.b.4.4, It is mentioned that the State is seeking ways for the PRSS to support the management of Cost Settlement. As such, is this requirement still valid for OPSS? If the requirement is still valid, to what extent will OPSS support this functionality as opposed to what PRSS will do?	A correction has been made in RFP 2016-02 Addendum 5.

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MCSS	159	OPSS-OM-005	DDE of claims through a portal needs to be X12 data Compliant. As such, is it the intent of the Commonwealth that Paper claim submission such as UB04, CMS1500 use the same DDE? If so, how does the State envision the reconciliation of fields that only exist on paper forms, or fields that do not match directly to a corresponding X12 segment and field?	<p>The intent of OPSS-OM-005 is that the proposed solution should be able to handle paper claims that are received, scanned and then processed electronically in an efficient manner. DDE may not be the most efficient manner for the contractor to enter paper claims into the system.</p> <p>The DDE solution will be used by providers who opt to enter their claims through the web portal as an alternative to sending in paper claims. DMAS would like to eliminate or at least minimize the use of paper claims in the future.</p>
MCSS	160	OPSS-OM-036	Encounter claims are processed as part of EPS. Is it the intent of the Commonwealth that a functionality be provided to accept data from an encounter claim, price the encounter claim using the provided data, and return the calculated amount as if paid on a fee for service basis for Medicaid?	It is the intent of the Commonwealth that a functionality be provided to accept data from an encounter claim, price the encounter claim using the provided data, and return the calculated amount as if paid on a fee for service basis for Medicaid. This functionality will take place on an ad hoc basis.
MCSS	161	OPSS-OM-061	PBMS and EPS process and store the corresponding Pharmacy and Encounter claims. OPSS processes and stores Medical claims. Is it the intent of the Commonwealth that OPSS provide the claims status inquiry and response for claim transactions from PBMS and EPS?	It is the intent of the Commonwealth that OPSS provide the claims status inquiry and response for claim transactions from PBMS and EPS. Information will be exchanged through ISS.

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	162	OPSS-MEE-009	The FMS is the financial system for all inquiries related to money, such as Accounts payable, accounts receivables, cash receipts. Should the requirement of being able to accept and process payment, deposit and money in State accounts be part of FMS?	The responsibility to receive and track these items is in the financial section of the OPSS, there will be an interface with FMS to apply the accounting functions to these transactions.
MCSS	163	MCSS-DOC-003	Will the Commonwealth consider centralizing the documentation management function, either with the ISS RFP or with the PRSS modular solution instead of duplicating the same function across multiple modular core services solutions?	An ECM solution may be provided by the ISS vendor and all other vendors are expected to coordinate with ISS vendor wherever needed. This is in addition to the each contractor's having its own document management system.
MCSS	164	OPSS-ME-043 and OPSS-ME-044	Provided that DMAS has a Member Eligibility system separate and apart from the core system, what are the expectations of the OPSS vendor around the citizen portal and providing the ability for citizens to apply for service?	The OPSS must address the Member Management requirements related to the citizen portal, as defined in OPSS-ME-043 and OPSS-ME-044. The functionality of the portal will be finalized during the detail design, but it must include links to other appropriate web sites, such as sites that provide the ability for citizens to apply for service.
MCSS	165	OPSS-TECH-WEB-010	Is there an expectation from DMAS that the Operations Portal for DMAS and the Contractor offers both English and Spanish language options? Or does this requirement only apply to the Member and Citizen Portals?	DMAS only requires public facing portals to be in English and Spanish.

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	166	OPSS-TECH-WEB-009	Is there an expectation from DMAS that the Operations Portal for DMAS and the Contractor offers a responsive UI that will format appropriately on mobile browsers, specifically on smart phones? Or is this requirement more specifically related to the Member and Citizen Portals?	It is an expectation for all portals to provide this technical capability.
MCSS	167	3.a.7.2 OPSS- Pricing Schedule C	The pricing spreadsheet has no separate CLIN for hardware options. Please confirm that the solution hardware needs to be priced under CLINs A.1 through I.1, "Fixed Monthly Payments."	Confirmed. Hardware options should be included in Suppliers solution pricing under "Fixed Monthly Payments", lines A.1, A.6, and B.1 through I.1.
MCSS	168	3.a.7.2 OPSS- Pricing Schedule C	Please clarify how this requirement needs to be priced in the Pricing Spreadsheet: a) Both Hardware Hosting options need to be priced in the pricing Spreadsheet. b) Option 1, "Solution hardware hosted at a location determined by the Contractor," needs to be priced in the Pricing Spreadsheet. c) Option 2, "hosting the Solution hardware at VITA in the Chesterfield, VA offices," needs to be priced in the Pricing Spreadsheet.	Per RFP Section 3.a.7.2., all Contractors submitting proposals are required to submit pricing for the two hosting options. Contractors shall provide two (2) separate cost proposals.
MCSS	169	OPSS- Pricing Schedule C	Please provide the estimated number of named or concurrent internal users of the Operational Services system module.	There will be up to 200 concurrent users. The number and distribution of users will depend on the future MES solution.

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	170	General	In view of the VA DMAS focusing on transition to Managed Care services from Fee-For-Service, can the Government please provide a forecast of the annual number of FFS claims for the duration of the contract? Does the Government anticipate a significant decline in the number of FFS claims over the 10 years of the contract term?	The annual number of FFS claims will decrease based on the design of the future Managed Care programs and the business rules for enrollment into these plans. DMAS is not able to provide a 10 year count at this time.
MCSS	171	1.d.1.19	Can the Government please provide the annual number of paper FFS claims vs. the machine-generated FFS claims?	Please refer to the Vendor Reference Library for specific volumes.
MCSS	172	1.d.1.19	Does the Government anticipate a significant decline in the number of paper FFS claims over the 10 years of the contract term? If so, can the Government provide an estimated rate of decline year on year?	DMAS will work with the vendors to decrease the number of paper claims over the life of the contract. The rate of the decline will depend on the solution offered.
MCSS	173	Appendix A SLA-008	Will the Government please clarify the definition of an "incorrect payment?"	Incorrect payments are payments that do not comply with the DMAS's approved business rules/requirements.
MCSS	174	Appendix A SLA-015	Is it from EDI translator if hosted by DMAS to adjudication or is it from the time it enters the OPSS system?	It is from the time the claim is received from the EDI translator.
MCSS	175	Appendix A SLA-006	What System is generating the date/time? Can DMAS define the ECM system?	The date/time is generated by the system generating the document. Each solution is expected to have a Document Management System which is integrated with the ECM.

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	176	Appendix A SLA-007	Is this SLA applicable to PEMS? If yes, please clarify what mailings (letters, system generated output, and ad hoc correspondence) are required for PEMS.	The SLA's may be solution dependent, if not applicable they will be addressed during contract negotiations.
MCSS	177	Appendix A SLA-009	Is this SLA applicable to PEMS? SaaS solution is not transactional data based. Is this data exchange between the ISS vendor and the PEMS vendor?	The SLA's may be solution dependent, if not applicable they will be addressed during contract negotiations.
MCSS	178	Appendix A SLA-011	Can DMAS please clarify what does "available" mean?	Available means accessible for testing by the users.
MCSS	179	Appendix A SLA-013	DMAS has not provided a measurement or remedy, please clarify. Key personnel for SLA is not the same as the RFP, please clarify. Also, would DMAS consider changing the 15 calendar day interim fill to 30 days?	Corrections have been made in RFP 2016-02 Addendum 5 related to SLAs MCSS-SLA-012 and MCSS-SLA-013. The 15 day interim fill will remain.
MCSS	180	Appendix A SLA-016	Based on the offeror's understanding of PEMS, and the lack of transactional data, this SLA is not applicable? If it is applicable, what transactional data should be posted to ISS from PEMS?	The SLA's may be solution dependent. If not applicable they will be addressed during contract negotiations.
MCSS	181	Appendix A SLA-017	Based on the offeror's understanding of PEMS, and the lack of transactional data, this SLA is not applicable? If it is applicable, what transactional data should be posted to ISS from PEMS?	The SLA's may be solution dependent, if not applicable they will be addressed during contract negotiations.
MCSS	182	Appendix A SLA-020	Under a SaaS solution, is this SLA applicable due to the lack of software releases?	The SLA's may be solution dependent, if not applicable they will be addressed during contract negotiations.

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	183	Appendix A SLA-021	Can DMAS define what "resolve" means or provide parameters of this SLA?	Resolve by definition means to solve the problem in order to obtain what is required. Fix the problem in the specified timeframe. The contractor is responsible to notify DMAS if there is an issue that cannot be resolved in the specified timeframe.
MCSS	184	Appendix A SLA-022	PEMS does not appear to be an essential service, please clarify which services under PEMS is an essential service and how this SLA applies?	The SLA's may be solution dependent, if not applicable they will be addressed during contract negotiations.
MCSS	185	Appendix A SLA-022	Is there an expectation that we are doing this as a separate activity from the total MES?	The requirement is Essential Services of the Core Module will be restored with full connectivity to the MES through ISS.
MCSS	186	Appendix A SLA-026	What is the timeframe to be certified by CMS, is there a time table?	Certification may be conducted in a modular fashion or by CMS' direction. There is currently no time table. DMAS would like to complete six to twelve months after final go-live.
MCSS	187	1.a.1 Figure 1	The PEMS is dependent on the transaction data sets from the PRSS, OPSS and PBMS. Since PRSS, OPSS and PBMS may not be operational within 12 months of the start of the DDI period and may take up to 24 month as defined in the flight plan, how should we align the start of the DDI timeline for PEMS? When can we expect data from PRSS, OPSS, and PBMS be made available? Will the ISS vendor be up and running at the 12th month of DDI to feed the extracted data to PEMS from the legacy data systems?	Flight plan dates are high level estimates. Confirmed schedule will be created during the Planning/Discovery phase of the project. It is the Department's expectation that a bidder will submit a proposed Flight Plan that provides the implementation of each module by 6/30/2018 in its proposal. Please include any dependencies.

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	188	General	Given the size, scale, and complexity of these RFPs, can DMAS please provide contractors a two week extension?	At this time, DMAS has granted an extension for the date/time proposals are due. See Addendum 4. If a decision is made to further extend this deadline, DMAS will notify all participating Offerors by posting an Addendum on the eVA and DMAS websites.
MCSS	189	General	Given the size, scale, and complexity of these RFPs, can DMAS please provide contractors a target budget for the MCSS procurement?	Per Virginia Code, §2.2-4342, B., "Cost estimates relating to a proposed procurement transaction prepared by or for a public body shall not be open to public inspection".
MCSS	190	1.a.1 Figure 1	Does the State know when the ISS Contractor will have the integration layer (SOA/ESB) completed? Does the State anticipate the Provider Services Solution utilizing the integration layer for all data exchanges in DDI Phase 1, or will legacy based interfaces be required until the integration layer is ready?	<p>Please review the "Figure 1: Integration Project Implementation Flight Plan Model" in the RFP for the implementation plan.</p> <p>The State expects the Provider Services Solution to utilize the integration layer for all the data exchanges across vendor solutions.</p> <p>Legacy based interfaces may be required until the integration layer implementation.</p>
MCSS	191	PRMS- Section 9.b.1	<p>The "Proposal Volumes Submission Format" instructions state, "The three (3) proposal volumes shall each be submitted in a separate sealed envelope . . ."</p> <p>Will the Commonwealth amend this language to read, "The three (3) proposal volumes shall each be submitted in a separate sealed envelope or other type of sealed container. . ."? </p>	To clarify this section, it is acceptable for Contractors to submit the three (3) proposal volumes in a box, package, envelope, or other type sealed container.

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	192	PRMS- Section 9.b.2.1	<p>The "Proposal Volumes Submission Format" instructions for submitting Volume 2 Cost Proposal tell bidders to submit "two (2) original, signed hard copies . . ."</p> <p>Will a Transmittal Letter, similar to the letter provided in the Technical Proposal, meet the signature requirements for the Cost Proposal?</p>	Yes.
MCSS	193	PRMS- Section 9.b.2.1	<p>In the instructions for responding to File 5: Contract Terms and Conditions and Service-Level Agreement, the specific instructions for responding to part 2 Service-Level Agreements tell bidders to "provide a statement of affirmation and agreement to be bound by the SLAs contained herein."</p> <p>Is a statement to this effect in the proposal acceptable, or is the Commonwealth requiring a signed statement as part of the response to part 2 Service-Level Agreements.</p>	The Offeror's "Y" response in the appropriate box in Table 10: Standard Requirements and a statement to this effect in the proposal is acceptable.
MCSS	194	PRMS- Section 9.b.2.1	<p>File 6: Appendices requires the Initial master Work Plan.</p> <p>A hard copy of the Work Plan can require up to 100 pages to print. As the RFP allows for the three Annual Reports, will the Commonwealth allow bidders to supply electronic only version (no hard copy) of the Work Plan?</p> <p>The electronic version will be placed on the CD-ROM for Volume 1, Technical Proposal.</p>	No. All proposal submissions shall contain a printed hard copy of the Work Plan in the appropriate section.

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	195	Appendix H Exhibit E	<p>Provider Services Proposals must include the completed, signed Exhibit E – Lobbying Certification. However, the RFP does not indicate the location in the proposal for the Lobbying Certification.</p> <p>Please indicate where bidders should place the completed, signed Lobbying Certification. Should we place it following the Transmittal Letter?</p>	At this time, Exhibit E- Lobbying Certification is a document for informational purposes and does not need to be executed and submitted with the Contractors proposal submission. However, Contractors should review this document and consider impact as this document will be incorporated into the final contract at contract execution.
MCSS	196	Appendix H Exhibit F	The BAA agreement template was released with the MCSS RFP document. Please confirm that Exhibit F is for informational purposes only. If, however, bidders must include with the proposal, please indicate where bidders should place Exhibit F.	At this time, Exhibit F- DMAS BAA is a document for informational purposes and does not need to be executed and submitted with the Contractors proposal submission. However, Contractors should review this document and consider impact as this document will be need to be completed and incorporated into the final contract at contract execution.
MCSS	197	Appendix H Exhibit G	The SaaS Contract template was released with the MCSS RFP document. Please confirm that Exhibit G is for informational purposes only. If, however, bidders must include with the proposal, please indicate where bidders should place Exhibit G.	Per Appendix H – Contract, Section 1, “If Supplier proposes a Supplier hosted solution, then Exhibit G – Software as a Service - Additional Terms and Conditions shall apply and be incorporated into the governing contract”. If applicable, Supplier should include this document under Item 3. Contract Template in File 5: Contract Terms and Conditions and Service-Level Agreements (see RFP Page 91). If not applicable to a Contractors solution, reference to Exhibit G in Appendix H - Contract should be deleted and Exhibit G should not be included in the Contractors proposal submission.

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	198	Section 6.e	Please confirm whether the three (3) customer references required to be submitted are for the prime Contractor (Offeror) only, or can include subcontractors' customer references.	Three (3) customer references to be submitted are only for the prime contractor (Offeror).
MCSS	199	Section 9.b.1	Section 9.b.1 indicates that Volume 2 – Cost Proposal is to be submitted as two original, signed hard copies (in addition to an electronic copy). Please indicate where these copies should be signed. We do not see a signature page within the cost proposal spreadsheets.	There is no signature requirement on the Cost proposal forms for Offerors to sign. Offerors attest to the validity of their proposal submission, to include technical and cost, in Table 10 (page 79) by indicating a Y (Yes) or N (No) in Contractor's Response column for Item 1 which states, "Do you agree that the contents of your response to this RFP may become part of any contract that may be entered into as a result of this RFP?". The Offerors Transmittal Letter submission, as defined under RFP Section 9.b.2.1., legally binds the Contractor to the terms and conditions of the RFP. In addition, the cost proposal will be discussed in negotiations and memorialized in the agreed upon contract as Exhibit B before executed by the parties.

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	200	CRMS- 9.b.1	Will DMAS please advise where proposers should provide a signature for the cost proposal?	There is no signature requirement on the Cost proposal forms for Offerors to sign. Offerors attest to the validity of their proposal submission, to include technical and cost, in Table 10 (page 79) by indicating a Y (Yes) or N (No) in Contractor's Response column for Item 1 which states, "Do you agree that the contents of your response to this RFP may become part of any contract that may be entered into as a result of this RFP?". The Offerors Transmittal Letter submission, as defined under RFP Section 9.b.2.1., legally binds the Contractor to the terms and conditions of the RFP. In addition, the cost proposal will be discussed in negotiations and memorialized in the agreed upon contract as Exhibit B before executed by the parties.
MCSS	201	Section 3.a.7.2	There is only one set of pricing sheets for each solution but we have to price 2 different hosting options. Where and how on the pricing sheets should the bidder show the alternate price for hosting at the Commonwealth location?	Contractors shall duplicate Appendix C - Pricing when completing the two (2) separate cost proposals for the two (2) hosting solutions.

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	202	Section 9.B.1	Will DMAS please advise where proposers should provide a signature for the cost proposal?	There is no signature requirement on the Cost proposal forms for Offerors to sign. Offerors attest to the validity of their proposal submission, to include technical and cost, in Table 10 (page 79) by indicating a Y (Yes) or N (No) in Contractor's Response column for Item 1 which states, "Do you agree that the contents of your response to this RFP may become part of any contract that may be entered into as a result of this RFP?". The Offerors Transmittal Letter submission, as defined under RFP Section 9.b.2.1., legally binds the Contractor to the terms and conditions of the RFP. In addition, the cost proposal will be discussed in negotiations and memorialized in the agreed upon contract as Exhibit B before executed by the parties.
MCSS	203	Appendix C Pricing Schedule A	Pricing Sheet A SFY 2016 – 2017 automatically assumes 12 monthly payments for the DDI period. Should bidder's adjust the number in Row A.1 to reflect the actual number of months in the fiscal year that the bidder plans to be performing implementation activities in that fiscal year?	No. Contractors should leave Stage 1 DDI pricing as 12 months. Adjustments/updates to the time period for this stage will be discussed with Contractors during negotiations.
MCSS	204	Appendix C pricing, Price Schedule J	Should the Total Price for each Optional Service quoted on each row in Schedule J reflect the total price for the Optional Service over just the base contract years or should the price include base contract + Option Years?	Pricing for optional services, at a minimum, should be inclusive of costs over the base period of the contract. However, Suppliers may choose to include language that the pricing is fixed to include renewal option years.

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MCSS	205	Schedule K	Please confirm that although initial rates would be valid from the DDI contract period, that the 4,160 hours of configuration and customization time should not be included in the bid price for DDI (i.e. start the 4,160 hours pricing during O&M period only – Schedule C-I).	Confirmed. Configuration and customization rates are valid from the DDI contract period and that the 4,160 hours of configuration and customization time should not be included in the bid price for DDI (i.e. start the 4,160 hours pricing during O&M period only – Schedule B-I). However, Contractors shall complete Price Schedule A to be inclusive of all costs associated with DDI.
MCSS	206	Schedule K	Please confirm that the total amount from Schedule K that is transferred to Schedules A-I for total Configuration and Customization should be adjusted for each year to reflect the initial total on Schedule K (reflecting total for SFY 2016-17) x whatever annual COLA is bid for the contract year in question.	Per Price Schedule K, Footnote 29 states, “Hourly rates shall be effective from DDI Contract Stage 1, SFY 2016-17, through contract base period, O&M Contract Stage SFY 2024-25”. Total amount from Schedule K is transferred to Schedules B-I.
MCSS	207	Price Schedule M	Are these hourly rates intended to include basically all costs (but not licenses or configuration / customization) and profit for each O&M year of the contract divided by the general labor category headcounts / hours assuming 2080 hours/yr.?	Please refer to the narrative of Price Schedule M for response.
MCSS	208	J.14 Portal Web -034 and 035	Can DMAS clarify what the Site Specific qualification is in the requirement?	Reference RFP 2016-02 Addendum 4 for updates to MCSS-TECH-WEB-034 and MCSS-TECH-WEB-035. Site specific refers to the fact that live chat will be used only where it is appropriate. This will be discussed during the design phase of the projects.

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RFP 2016-02, Addendum 5
Offerors Questions and DMAS Responses

RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	209	Section 9.B.1	Will the Commonwealth please advise where proposers should provide a signature for the cost proposal?	There is no signature requirement on the Cost proposal forms for Offerors to sign. Offerors attest to the validity of their proposal submission, to include technical and cost, in Table 10 (page 79) by indicating a Y (Yes) or N (No) in Contractor's Response column for Item 1 which states, "Do you agree that the contents of your response to this RFP may become part of any contract that may be entered into as a result of this RFP?" The Offerors Transmittal Letter submission, as defined under RFP Section 9.b.2.1., legally binds the Contractor to the terms and conditions of the RFP. In addition, the cost proposal will be discussed in negotiations and memorialized in the agreed upon contract as Exhibit B before executed by the parties.
MCSS	210	OPSS- J.20 Member E&E	Can DMAS please clarify when a member will pay a premium to the State? It is mentioned in the requirement "OPSS-MEE-009" that says, "The Solution shall provide the ability to accept, manage, and track member premium fees including the ability to accept and process credit cards and deposit money in State accounts."	DMAS does not currently charge premiums but the solution should have the ability to accept premiums in the event that there is a change in the future.

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	211	Pricing Information	The RFP states, "The Offeror shall disclose pricing assumptions where possible" regarding the completion of the pricing schedules. Would DMAS prefer for Offerors to include these pricing assumptions at the bottom of each XLS pricing schedule or create a separate Word document and include this with Cost Proposal?	Offerors should create their own narrative in an appropriate format when disclosing pricing assumptions. The narrative should be included in their Cost Proposal submission as defined in RFP Section 9.b.2.2.
MCSS	212	Section C.1 Price Schedule J	Please confirm that the DMAS defined optional services will only be awarded to the vendor awarded the base contract.	Confirmed. DMAS will not pick and choose optional services and make separate awards. Only optional services proposed by a winning Offeror may be exercised during the performance of the contract.
MCSS	213	6.f.3	<p>Table 6: DDI Key Personnel Requirements for OPSS and OPSS includes a Project Manager (Certification).</p> <ul style="list-style-type: none"> • Please specify the duties associated with this position and if they are specific to certification activities or the entire implementation scope. • Please clarify how this position will function in relation to the other increments if the vendor does not propose all increments. Is this position still required in this situation? 	The duties of the Project Manager will be for the full Design, Development, and Implementation (DDI) Phases including CMS certification oversight. This is a key position as stated in the RFP for each increment proposed.

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	214	Cover Page Appendix C Appendix H Section 3.a	<p>There appears to be some discrepancies related to contract term and related base years versus option years.</p> <p>The RFP cover pages indicate that the period of the contract is as follows: "Contract includes a Design, Development and Implementation (DDI) period and an initial base period of four (4) years for operations and maintenance, with provisions for four (4) one (1) year extensions."</p> <p>On RFP page 106, Pricing Schedules B-I, Operation and Maintenance (O&M) Phase Price Instructions, as well as Appendix C, defines a five year base period for the O&M Phase, yet Table C-1 on page 107, four base years are defined.</p> <p>Appendix H Contract Provider Services defines the base period as five years.</p> <ul style="list-style-type: none"> • Please clarify the contract term for DDI, O&M base years and Option Years. 	As referenced throughout the RFP, the period of performance for awarded contracts shall include a Design, Development and Implementation (DDI) period and an initial base period of four (4) years for operations and maintenance, with provisions for four (4) one (1) year extensions.
MCSS	215	General	Must the vendor perform fingerprint background checks on new Providers enrolled since May 15, 2015?	FCBCs need to be performed on newly enrolling providers, on revalidating providers, and our current providers meeting the criteria for screening who enrolled on or after 8/1/15. The contractor will be expected to screen them.

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	216	General	We plan to propose our proprietary software application for the Provider Services Solution through software as a service. Please confirm that we will not be required to transfer a copy of our proprietary software application to the Commonwealth at the termination of the contract.	The Commonwealth will require a copy of the configurable, e.g., Business Rules, and custom developed objects at the end of the contract.
MCSS	217	Appendix J.27 MCSS-PM-026	<p>This requirement is obtaining client feedback on providers. Is this intended to be a general type survey of all providers (or a group of providers) or at the individual provider level?</p> <p>Please provide more information on what will be collected and what is expected of the PRSS contractor.</p>	<p>The surveys will not be at an individual provider level but will be required to select groups of providers or all providers. The information on the surveys will vary and must be approved by DMAS.</p> <p>The PRSS contractor will develop and distribute surveys. For example, one year we are primarily interested in understanding access in rural areas, we would expect the PRSS contractor to know how to focus on this subgroup. DMAS will have final approval of all surveys.</p>
MCSS	218	Appendix J.21; MCSS-PEE-012	<p>Under ACA, enrollment now includes performing site visits for moderate or high risk providers. DMAS clarified in recent Q&A (Addendum 3, #19) that the contractor will perform these site visits.</p> <p>Please provide the number of annual or monthly site visits that will be required.</p>	All newly enrolling moderate or high risk providers not screened by Medicare require site visits. Many factors influence whether providers choose to enroll with Medicaid so the number of providers who will want to enroll in the future cannot be estimated. Of the current provider base, those requiring site visits are less than ten per month. However, that number could change as providers change risk categories and as the three year revalidation date approaches for moderate and high risk providers.

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	219	Appendix J.21; MCSS-PEE-031	<p>DMAS is requiring background checks that include using data from the HHS' health care Integrity & Protection Database (HIPD), which merged with the National Practitioner Data Bank (NPDP). ACA screening requirements do not include NPDP. The NPDB has restricted access and which charges a substantial fee per provider.</p> <p>Please confirm that this data source is required and if so, confirm the number of unique providers currently enrolled and the number of newly enrolling providers monthly that would be checked against this source.</p>	It is not required to utilize these databases for screening.
MCSS	220	Appendix J.27; MCSS-PM-005	<p>The RFP requires the Solution to provide the ability to collect, maintain and display information that identifies any service centers with which a provider is associated and the electronic transactions the provider will utilize with the service center.</p> <p>The DMAS website indicates that Service Centers must first be registered and once registered, the provider submits an authorization request for the SC and the transactions they will perform on their behalf.</p> <p>We have not found requirements regarding the SC registration or the provider authorization processes. Please confirm if these activities are required, which contractor is responsible for them, and the detailed requirements.</p>	The Service Centers registration will be an EDI responsibility. Any interface needs will be addressed during the design phase of the project.

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RFP	Question #	RFP Cite	Offeror Question	DMAS Response
MCSS	221	OPSS=EDI-005	<p>1. Can the Commonwealth describe the scope of the DMAS EDI Gateway?</p> <p>2. To what extent will the DMAS EDI Gateway perform the following functions? Translate inbound X12 transactions, translate outbound transactions, apply syntax validation rules on X12 transactions, logging of X12 transactions, parsing of batch X12 transactions.</p> <p>3. Will the DMAS EDI Gateway be the source of all inbound transaction, outbound transactions, batch and real-time transaction, CAQH-CORE X12 transactions?</p> <p>4. Will the DMAS EDI Gateway pass through the ISS to communicate with the OPSS, FMS and other systems?</p> <p>5. Will all the EDI inbound and outbound route through the DMAS gateway?</p>	<p>1. All batch transactions are handled by DMAS. Real-time transactions will be handled by DMAS or ISS vendors. The PBMS vendor will handle the NCPDP real-time transactions.</p> <p>2. All the functions will be handled in DMAS EDI Gateway.</p> <p>3. Yes.</p> <p>4. Yes.</p> <p>5. Yes.</p>
MCSS	222	OPSS-EDI-016	Is it the expectation of the Commonwealth that the OPSS will validate the relationship of the provider and the ETIN submitted on the X12 transaction using data from the PRSS that stores all this information?	Vendors can retrieve information via ISS to validate the relationship in their adjudication or validation process.
MCSS	223	Appendix A SLAs 005, 006, 007, 009, 010, 011, and 021	Where the SLA measurement states 100% (of the time), will the Government consider changing the measurement to 99.5% (of the time). Also is DMAS willing to round 99.49% to 99.5%?	DMAS will not change these SLA requirements.

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MCSS	224	Appendix A - SLA-012	<p>Will DMAS consider changing the measurement for interim fill to >30 calendar days?</p> <p>Does the "Certification" for Project Manager refer to the PMP?</p> <p>What does the Certification Manager referring to in O/M? Is that CMS Cert Manager? Do the 12 months mean he/she is expected to be on the project only for 12 months?</p>	<p>Measurement for interim fill will remain as stated.</p> <p>Certification is referring to CMS certification preparation during DDI.</p> <p>CMS Certification Manager will remain on project until the new Solution is certified by CMS.</p>
MCSS	225	Appendix A - SLA-002	<p>How is MCSS-SLA-002 different than MCSS-SLA-001 in a SaaS based solution where VPN provides access? Is this SLA applicable?</p>	<p>MCSS-SLA-001: The response time is from the contractor's webserver to the VITA or DMAS demarcation to public internet.</p> <p>MCSS-SLA-002: The response time is from the contractor's webserver to the contractor's demarcation to public internet.</p>